

## **VICTIM COMPENSATION FUND FREQUENTLY ASKED QUESTIONS**

(Updated December 5, 2003)

### **Section 8 – Resources**

#### **8.1 How do I get help in completing my form?**

If you have any questions or encounter any difficulty, assistance is available by calling toll free in the United States 1-888-714-3385, TDD 888-560-0844. If you are calling from outside the United States, please call collect at 212-625-1645.

- **Also, you may get help by visiting one of the Claims Assistance Sites** Hours of operation will be Monday through Friday from 9:00 a.m. to 5:00 p.m. and on Saturday from 10 a.m. to 3:00 p.m. If you would like to make an appointment for Saturday, it should be made by 5:00 p.m. on Thursday of the same week.

Current locations include:  
(Walk-ins/Appointments):

- Manhattan, NY – 75 Varick Street, 2<sup>nd</sup> floor, New York, NY 10013
- Arlington, VA – 1616 North Fort Myer Drive, 12<sup>th</sup> floor, Arlington, VA 22209
- Long Island, NY – 401 Broad Hollow Road, 3<sup>rd</sup> floor, Melville, NY 11747
- Stamford, CT – 300 Atlantic Street, 9<sup>th</sup> floor, Stamford, CT 06901
- Staten Island, NY – Wagner College, 1 Campus Road, Kairos House, 2<sup>nd</sup> floor
- Piscataway, NJ – 1551 South Washington Avenue, 3<sup>rd</sup> floor, Piscataway, NJ 08854
- Boston, MA – One Post Office Square, 28<sup>th</sup> floor, Boston, MA 02110
- Jersey City, NJ – 101 Hudson Street, 26<sup>th</sup> floor, Jersey City, NJ 07302

#### **8.2 Do I need to hire a lawyer to help me with my claim?**

You are not required to have a lawyer. However, you have the right to be represented by an attorney and you should be aware that you will be waiving and affecting rights to file lawsuits by your submission of a claim.

#### **8.3 Who can I call if I need legal assistance?**

There are several private legal organizations that have volunteered to assist claimants. Please note that these organizations are not part of the Federal government, the Special Master's Office, or the Victim Compensation Fund:

- The Trial Lawyers Care (TLC) is providing attorney assistance, free of charge, to claimants who want a lawyer to represent them. These attorneys are available to assist you with specific questions, such as objections and statements of interest, as well as help you decide whether to participate in the program and then advise you throughout the claims process. Please note that TLC attorneys do *not* provide assistance with

trust and estate issues. TLC can be reached at 1-888-780-8637 (1-888-780-8682 in Spanish). Their web site address is [www.911LawHelp.org](http://www.911LawHelp.org).

- Surrogate Courts Assistance Project of the City Bar Fund September 11th Legal Relief Initiative has volunteer attorneys available who will assist you with becoming a Personal Representative and developing a distribution plan. You can reach the Relief Initiative at 1-212-382-4760 (English) or 1-212-382-4761 (Spanish).
- If you are a **Victim or family-member of a Victim killed during the attack on the Pentagon**, the September 11th Pro Bono Legal Relief Project is also providing free legal services. The Project can be reached at 1-202-663-9115.
- **Families of firefighters, police officers and other uniformed personnel (including Port Authority officials) who were killed at the World Trade Center** can call a separate hotline for pro bono legal assistance. The hotline number is 1-212-887-2626.

#### **8.4 What types of documents do I need to submit with my Compensation Form?**

In order to help claimants prepare their claim package, the Special Master has developed a document checklist found at the end of the Compensation Form. Please refer to this checklist and the instructions for the Compensation Form for more information on documents that you need to submit.